ESET INTERNET SECURITY 10

Microsoft® Windows®10 / 8.1 / 8 / 7 / Vista

Quick Start Guide

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ENJOY SAFER TECHNOLOGY™

ESET Internet Security is all-in-one Internet security software. It keeps you safe online and offline, plus Botnet Protection to detect and prevent attempts to infiltrate your system.

Integrated antivirus, antispyware, firewall and antispam modules, along with parental control, make ESET Internet Security a complete security solution. This manual will guide you step-by-step through a typical installation and the basic configuration of the product.

Home Network Protection

Helps you identify a hacked router and increase the level of protection when connected to a foreign network.

Script-Based Attack Protection

Proactively protects you from dynamic script-based attacks and non-traditional attack vectors.

Ransomware protection

Monitors the behavior of applications and processes that try to modify your personal data.

Banking & Payment Protection

Adds a level of security on internet banking sites and when making payments online.

Parental Control

Prevents children from getting access to pages with inappropriate or harmful content.

Antispyware

Protects you from hidden backdoors, downloaders, exploits, crackers, hijackers, password stealers and keyloggers.

Installation

ESET Internet Security contains components that may conflict with other antivirus products or security software installed on your computer. ESET strongly recommends that you remove any such programs to prevent potential problems. You do not need to disable or remove the Windows firewall in Microsoft Windows Vista or later, as this is automatically handled by the ESET Internet Security installer.

You can install ESET Internet Security from an installation CD/DVD or by downloading the installer from www.eset.com.

Launching the installation

To launch the installer wizard, do one of the following:

1. If you are installing from a CD/DVD, insert the CD/DVD into the CD/DVD-ROM drive. If the autorun menu does not appear automatically, double-click your CD/DVD drive to open it manually.

The installer will automatically check online for the latest product version. If a newer version is available, you will be prompted to download it before beginning the installation process.

Next, the End-User License Agreement will be displayed. Please read the agreement and click **I Accept** to acknowledge your acceptance of the End-User License Agreement. After you accept, installation will continue.

2. If you are installing from a downloaded file, double-click the file to launch Live installer. Live installer itself is a small file; additional files required to install ESET Internet Security will be downloaded automatically.

Join ESET LiveGrid®

Help us capture malware by joining our collaboration network. Your participation allows us to gather more sample threats, which helps us to offer increasingly stronger and more efficient proactive protection to all ESET users. We recommend that you enable this feature, and we thank you for your support.

Detection of potentially unwanted applications

Since some potentially unwanted applications are used legitimately and might not necessarily pose a security risk, the user's consent is required to enable detection.

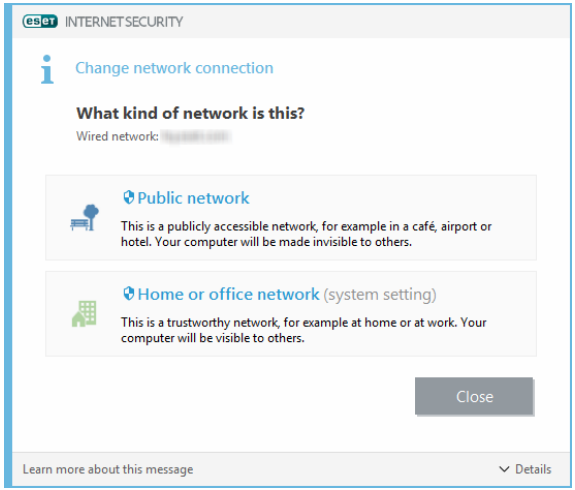
Completing the installation

Start the final installation by clicking **Install**. Installation progress will be indicated by a progress bar. After installation is complete, ESET Internet Security will start automatically. A computer restart is not normally required, ESET Internet Security will begin protecting your computer from malware threats immediately.

Trusted zone setup

If a network connection is detected once installation is complete, a notification will appear allowing you to configure a trusted zone. The New network connection detected notification displays the local subnet defined in your computer's system setup. These options only affect the visibility of your computer in the local network, not the internet. There are two access modes available:

- **Public network** – select this option if you do not want to share your folders or printers and want your computer to be invisible to other users on the same network. This setting is recommended for users with a wireless connection.
- **Home or office network** – select this option if you want to share files and folders on your computer and want your computer to be visible to other users in the same network. This setting is recommended for trusted local home or office networks.



Product activation

Once installation is complete, the **Product Activation** window appears.

- If you purchased a retail boxed version of ESET Internet Security, activate your product using a **License Key**. You can find the License Key on the license card or you have received it via email if you purchased your license online. For a successful activation, the License Key must be entered as supplied. To renew your existing license, enter your renewal activation key.

- If you would like to evaluate ESET Internet Security before activating, select **Free trial license**. Specify an email address. Your test license will be sent to this address and ESET Internet Security will be activated for a limited period of time.

If you do not have a license and would like to buy one, click **Purchase License**. This will redirect you to the website of your local ESET distributor.

Starting ESET Internet Security

ESET Internet Security starts protecting your computer immediately after installation. You do not have to open the program to start it. You can open ESET Internet Security at any time to check your protection status or to perform various scanning and maintenance tasks.

To open ESET Internet Security, double-click the ESET Internet Security icon located in your Windows notification area (system tray).

User interface

The **Home** section informs you about the current protection level of your computer.

A **Computer scan** is an important part of each antivirus solution. It is used to perform a scan of the files and folders on your computer's disk(s).

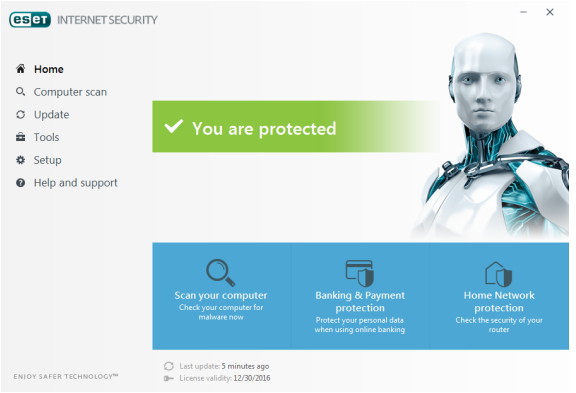
The **Update** section contains important information about program updates. It is crucial that the program be updated regularly to provide the maximum level of protection against the latest threats.

The **Tools** section allows you to access advanced features such as **Home Network protection**, **Banking & Payment protection** and **More tools** including features such as log files, quarantine, scheduler etc.

The **Setup** options allow you to adjust the protection levels of your computer.

The **Help and support** section provides comprehensive help and support for ESET Internet Security. You can also contact ESET technical support directly from here.

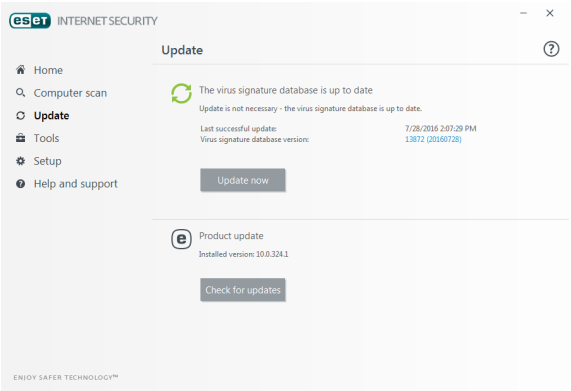
The **News** section informs you of ESET news.



Update

ESET Internet Security comes with a predefined task to ensure regular updates (see the **Scheduler** section in the product manual). If once installation is completed you have not yet performed an update, we recommend starting the update manually as follows:

From the ESET Internet Security main program window, click **Update** from the main menu on the left and then click **Update now**.

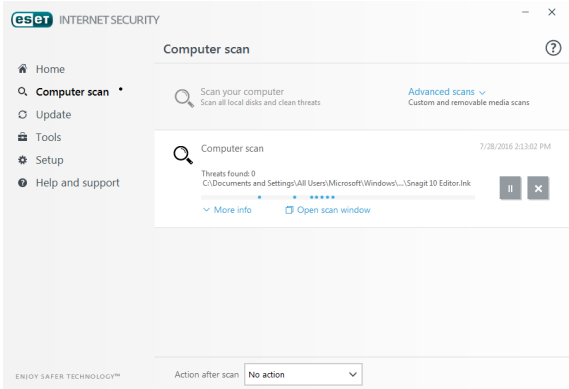


The update module will connect to the Internet, contact an available ESET update server and download digitally signed update files. These updates contain the most recent malware signatures and new definitions for advanced heuristics as well as other program modules. As soon as a newer update has been installed, ESET Internet Security displays a notification in the system tray area and in the main program window.

Computer scan

After a successful installation and update, we recommend that you perform a complete computer scan for threats. To do this, click **Computer scan** from the main menu on the left and then select **Scan your computer** from the ESET Internet Security primary window.

Note: After installing ESET Internet Security, a computer scan will start automatically after first successful update in order to check for malicious code.



Scanning of all local hard drives will start. The status window will display scan progress as well as the current statistics about scanned and infected files found. If a threat is detected, ESET Internet Security quarantines the file and displays an alert in the system tray area. You should be able to continue working as normal while the scan takes place.

Protection status

ESET Internet Security's current protection status is indicated in the following ways:

The system tray icon

The **Home** section displays a detailed report of your protection status. In the event that any protection module is disabled, the **Home** window will show the name of the disabled module, along with a link allowing you to re-enable it.

The individual protection statuses are indicated by the following icons:

Green

Antivirus protection is working properly and your computer is protected against malicious software as well as network attacks. This status indicates that all protection modules are enabled and the virus signature database is up-to-date.

Orange

This icon is displayed if your operating system does not have all necessary operating system updates installed.

The orange icon is displayed if
– Real-time file system protection is enabled, but the maximum level of protection is not ensured.
– Email client protection or Web access protection is disabled or malfunctioning.

Red

– Real-time file system protection is disabled or malfunctioning. Since the proper function of this module is vital to your system's security, we recommend re-enabling the inactive module immediately.
– The virus signature database is out of date. If the virus database is not updated automatically, try to update it manually, or check to see if the computer is connected to Internet.

Resolving issues

ESET technical support specialists are ready to assist you in resolving any issues you may have. Before contacting technical support, we strongly recommend that you read the related topic in the product documentation (user guide, in-product help file) or search for a solution on the ESET website. For solutions to specific issues or questions about features and products, visit our Knowledgebase at:
http://support.eset.com

To contact ESET technical support, use the web form available at:
www.eset.com/int/support/contact

Submitting a technical support query

In the event of a problem, contact ESET Customer Care using the query submission form integrated into ESET Internet Security. Click **Submit support request** in the **Help and support** section.

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